## KY Medicaid Managed Care Provider Forums

August/September 2014

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## Plan Participation

Call 1-800-457-5683 or email providermedicaidenrollment@humana.com.

Humana – CareSource works with the following networks to provide dental, vision, behavioral health, substance use and chiropractic services. To request participation, please contact the appropriate network below.

<b>Provider Type</b>	<u>Group</u>	<b>Contact Information</b>
Behavioral health and substance abuse providers	Beacon	1-877-380-9729
Dental providers	MCNA	1-877-375-6262
Vision providers	<b>Block Vision</b>	1-866-819-4298
Chiropractic providers	HealthWays	Wholehealthpro.com





#### **Provider Relations**

**PCP & Specialists** 







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Member Name SAMPLE

**Date of Birth** 

Mary Doe

04-12-73

Humana - CareSource Member ID #:12345678900

Medicaid ID #: 987654321000

**Primary Care Provider/Clinic Name:** 

Good, lam A.

Provider/Clinic Phone: (855) 123-4567

Member Services: (855) 852-7005 (TTY: 1-800-648-6056 or 711)

24-hour nurse line: (866) 206-9599 (TTY: 1-800-648-6056 or 711)

#### THIS CARD IS FOR IDENTIFICATION ONLY AND DOES NOT VERIFY ELIGIBILITY.

**MEMBER:** Show your ID card to medical providers BEFORE you receive care. Never let others use your ID card. Call 911 if you have an emergency. You can also call your PCP or our toll-free 24-hour nurse advice line if you're not sure if it's an emergency.

BEHAVIORAL HEALTH HOTLINE: 877-380-9729

**HEALTH CARE PROVIDERS:** You must verify member eligibility for the date of service. Visit CareSource.com/KY or call (855) 852-7005 to access this information. Authorization required for inpatient admission.

MAIL MEDICAL CLAIMS TO: Care Source, P.O. Box 824, Dayton, OH 45401-0824

PHARMACY: Providers call (855) 852-7005 **BENEFITS MANAGER: CVS Caremark** 

> **RxPCN ADV** RxGRP RX5046 RxBIN 004336

> > CareSource com/KY





#### **Provider Services**

- Orientation
- Electronic claims submission
- Electronic Funds Transfer available
- Web-based transactions
  - Check claim status online
  - Submit and check appeals online
  - Access Provider Membership List
  - Primary Insurance Information
  - Check benefit history online
- 24-hour automated member eligibility verification
- Paperless referral system
- Free Interpreter Services for Office Visits





## Provider Portal – How to Register

https://providerportal.caresource.com/KY

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Jser Registration Step 1 of 3 - Provider Eligibility		
Provider Type:		
Practitioner's First Name:		*
Practitioner's Last Name:		*
Tax ID:	*	
CareSource Provider ID: 0	*	
Zip Code:	*	
	Next	





### **Claims**

- Electronic Funds Transfer (EFT) Instamed
- Electronic Remittance Advice (ERA)
- Electronic Data Interchange (EDI): Electronic claims submission
  - Humana CareSource Payer ID: KYCS1
     CPS, Emdeon, Practice Insight, Quadax, Relay Health, and ZirMed
- Quick claims payment with more than 96% of clean claims paid within 30 days
- Utilize industry standard logic for coding edits
- HIPAA 835 formatted Explanation of Payment (EOP)
- Timely filing period is 365 days





## Fraud, Waste & Abuse Program

- To report any suspected fraudulent activities:
- Call: 1-855-852-7005 and select the appropriate menu options
- Fax: 1-800-418-0248
- Email: <u>fraud@caresource.com</u>
- Write to:

Humana - CareSource

Attention: Special Investigations Unit

P.O. Box 1940

Dayton, OH 45401-1940





## Medical Management

The Triple Aim



- Improve the patient experience
- Improve the health of the population
- Reduce the per capita cost of care

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## Medical Management

#### Robust Provider Portal

- Confirm eligibility
- Claims processing
- Prior authorizations (PA)

#### **Active Member Services**

- 24 Hour nurse advice line
- Care management
- Health education

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#### **Prior Authorization Process**



- Cost containment process AND a quality enhancement process
- Ours is balanced and fair
- Based on national guidelines and scientifically sound medical policies
- Designed to be provider-friendly

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#### Member Care

(examples)

#### **Preventive Care**

- Child & adolescent immunizations
- Prenatal care
- Cervical cancer screening

#### Access to Care

- Adult & child primary care
- ED & hospital services
- Dental health
- Behavioral health

### NO COPAYS!









## Case Management

- Member-centric team approach (pharmacists, nurses, social workers, others)
- Treatment plans developed in partnership with providers & members
- Integrated with physical and behavioral health

Focus on improved member satisfaction, quality of life, & outcomes

(triple aim)







## Quality Improvement

- NCQA
- CAHPS
- HEDIS



Goal of Excellence in all metrics

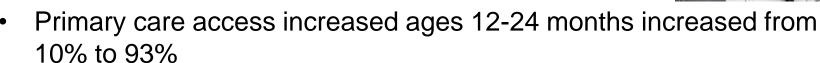




### Quality Improvement Highlights

#### Measures (abbreviated)

- Well-child visits increased from 24% to 56%
- Preventive services increased from 11% to 80%



#### Initiatives (abbreviated)

- Seasonal preventive care reminders
- Direct outreach for children with care gaps
- EPSDT Children & Teen brochure mailings







## Partners Behavioral Health



#### **Beacon Behavioral Health**

- NCQA certified
- Comprehensive range of services
- 24 hour crisis line availability





## Partners Dental



#### Managed Care of North America, Inc (MCNA)

- Dental benefits management company
- Network of dentists & other oral health specialists dedicated to excellent clinical outcomes





## Partners Radiology



#### HealthHelp

- Provides consultative radiology services for CT, MR, and PET
- Expert peer consultation
- Providers contact them directly for simplicity of use

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## Partners Pharmacy



#### **CVS CareMark**

- Most medications are available with out PA!
- PA reviews are done by us
- Utilizes an interactive formulary website tool

**Humana**®



# Thank You! Provider Services

1-855-852-7005

Monday – Friday

8am – 6pm (EST)



